

AGENCY PERFORMANCE PLAN FY 2016

Name of Agency: Credit Union Division			
Agency Mission: To safeguard the interests of credit union depositors and shareholders through the effective administration and execution of the laws relating to credit unions.			
Core Function	Performance Measure(s) <small>(Outcome)</small>	Performance Target(s)	Link to Strategic Plan Goal(s)
CF: Regulation and Compliance	All credit unions in safe and sound status	No credit unions with CAMEL 5 rating. No institution failure.	GOAL 1 Ensure a safe, sound, and sustainable credit union system in Iowa.
Desired Outcome(s): To maintain public trust and confidence in state credit unions			
Core Function 61	CF Measure 214_61_101		
CF: Resource Management	Annual legislative and regulatory updates	1 annual legislative package and 1 annual regulatory update	GOAL 2 Ensure consumer protection while maintaining industry and public confidence in the Division's regulation.
Desired Outcome(s): To effectively administer, execute, and maintain the laws relating to credit unions			
Core Function 67			
Services, Products, Activities	Performance Measure(s)	Performance Target(s)	Strategies/Recommended Actions
1. Examinations	Percent of credit unions examined annually	85 % of credit unions	Examiner scheduling. Examiner hiring, if possible.
	Examiner hours spent in training to increase ability to identify and supervise risk	40 hours training per examiner per year 32 hours training per senior examiner per year	Schedule examiner training
2. Consumer Protection	Ensure consumer protection through consumer complaint process	90% complaints resolved within 60 days	Prioritize handling of complaints
	Issue regulatory guidance	1 per year	Identify areas of needed guidance
3. Communications	Participation in Credit Union Roundtables	2 per year	Organize, or accept invitation.
	Participation in industry annual Legislative & Regulatory Conference	1 per year	Coordinate with industry